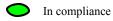


IOT Incident Management Report

January 2017



Customer Service Area	Target	Tickets	Compliant	Compliance
Level 1 Resolution Rate	90% of Calls Resolved by Customer Service	3,940	3,683	93.5%
HelpDesk Assistant Response Rate	98% Response within 1 IOT Business Hour	8,710	8,699	99.9%
User Sampling Survey	95% of Reports: 'Meets' to 'Outstanding'	2055	1989	96.8%
GMIS	80% of Calls Resolved within 24 IOT Bus Hrs	1092	1009	92.4%
Resolution Of Incidents On Time	90% of Calls Resolved On Time	14052	13457	95.8%
Account Management Applications	Resolved within 8 IOT Business Hours Resolved within 16 IOT Business Hours	7758 2687	7626 2479	98.3% 92.3%
Data Management	Resolved within 32 IOT Business Hours	416	398	95.7%
Database (SQL, Oracle)	Resolved within 32 IOT Business Hours	254	220	86.6%
Hardware	Resolved within 40 IOT Business Hours	1893	1787	94.4%
Network	Resolved within 40 IOT Business Hours	90	80	88.9%
Operating System	Resolved within 24 IOT Business Hours	124	117	94.4%
Telecomm Unified Communications	Resolved within 16 IOT Business Hours Resolved within 16 IOT Business Hours	600 230	527	87.8% 97.0%
	Resolved within 10 10 1 dusiness nours	230	223	97.070
Account Managment				
Disable Network Account Requests	98.0% Disabled within 4 IOT Business Hours	1089	1087	99.8%
New Network Account Requests	99.0% Created within 2 IOT Business Days	1932	1925	99.6%
Field Operations				
New Workstation Installations	98.0% Installed within 5 IOT Business Days	60	59	98.3%
Peripheral & Software Installations	98.0% Installed within 3 IOT Business Days	559	523	93.6%
Customer Service Area	Target		Calls	Compliance
Call Abandonment Rate	Less than 5% Abandonment		9,078	2.3%
Speed to Answer Calls	90% Calls Answered Under 60 Seconds		8,762	89.9%
Network Availablity	Target		Devices	Compliance
CAN	99.9% within IOT Business Hours		_	99.9%
Switch	99.9% within IOT Business Hours		-	99.8%
VPN	99.9% within IOT Business Hours		-	100.0%
WAN	98.9% within IOT Business Hours		-	99.9%
Overall Average Mainframe Availablity				99.9%
DB2 Connect	99.9% within IOT Business Hours		-	99.9%
IBM Mainframe	99.9% within IOT Business Hours		-	99.9%
IMS Region	99.9% within IOT Business Hours		-	99.9%
Overall Average Windows, Linux Server Availablity			2,103	99.3%
Citrix (Farm)	99.9% within IOT Business Hours		194	100.0%
Email (Farm)	99.9% within IOT Business Hours		24	100.0%
Shared File	99.9% within IOT Business Hours		1,030	98.9%
SQL / Oracle	99.9% within IOT Business Hours		214	99.8%
Web / Applications	99.9% within IOT Business Hours		641	98.0%







Out of compliance

